

DATE: July 7, 2017

TO: Captain Henry Kwong #190

FROM: Lieutenant Jared Hernandez #229

SUBJECT: Homeless Outreach Program

Background

The City of Milpitas has experienced a steady increase in the homeless population over the past few years. The increase is consistent with regional and statewide trends. The State of California, through a Board of State and Community Corrections (BSCC) Grant, has allocated funding to municipalities to help combat various issues affecting communities, including homeless outreach. The City of Milpitas received BSCC funds from the state pursuant to Senate Bill 826, in the amount of \$108,568.32. \$80,568.32 of which has been allocated for the implementation of a homeless outreach program.

Homeless Outreach Program (\$ 80,568.32)

BSCC funding will allow for the creation of a homeless outreach team consisting of one (1) police sergeant and four (4) police officers to be deployed on an overtime basis. The funding will be used to supplement personnel expenses and allow the team to provide a variety of goods and services to the homeless community. The team will be tasked with contacting our homeless population to identify their needs. They will work with homeless advocacy groups, mental health services, and other county services to address the needs of the homeless within the City of Milpitas. Goods and services may include essential survival supplies such as food/water, clothing, blankets, personal hygiene supplies, travel vouchers, VTA bus passes, hotel vouchers, and other needs identified by the team.

Staffing

Sergeant Abbie Serrano has been assigned to supervise the homeless outreach program. Sergeant Serrano will identify deployment days and times. Deployment days and times will vary to maximize the number of contacts the team makes. Sergeant Serrano will identify the number of line level personnel necessary for each deployment and post a sign-up sheet for interested officers to participate on an overtime basis. Deployments will always include a minimum of two sworn personnel.

Resources

Sergeant Serrano has identified several county resources available to the homeless and has contacted homeless advocates. With the exception of mobile laundry and shower service, all listed resources are provided to the homeless free or charge and on a first come-first serve basis. The majority of resources are located in the City of San Jose and include: shelters, domestic violence advocacy, transitional housing, family services, financial assistance (rent), mental health, veteran's assistance, legal aid, food pantry, juvenile specific services, drug treatment, employment and vocational services, and transportation assistance.

Our objectives will be to educate our homeless population about the resources available and encourage their use. Resource cards will be distributed to the homeless and homeless advocates may be available to accompany the officers during our field deployments.

Training

Participating officers will receive training on the objectives of the outreach program, the available advocacy and resources for the homeless, current laws and requirements for homeless eviction, Department of Public Works clean-up procedures, and sex offender registration requirements for transients. Participating officers should also be trained in Crisis Intervention Training.

Participating officers will be provided a law enforcement only point of contact for Santa Clara County Probation and State Parole in the event a probation or parole holds or resources are necessary.

Deployment

Phase 1 (Locating, Identifying, and Assessing): Officers will identify the location(s) where homeless people are living and congregating within the City of Milpitas. They will proactively make contact with homeless through consensual encounters, and/or detentions when a law violation is observed. The officers will assess and immediately address any emergency needs (ie: psychiatric/medical emergencies). Officers will engage the individuals in an attempt to build rapport, identify the needs and goals of the individual, and provide a resource card. Each homeless person contacted will be given the option to enroll in our outreach program by voluntarily providing their biographical and contact information. The information will be stored to facilitate future contacts and to track the services provided to the individual. This phase will last two months.

Phase 2 (Addressing needs, Providing resources, and Follow-up): Based on information learned during Phase 1, officers will begin to address the needs of the homeless community. Officers will coordinate with advocacy groups to provide services to our homeless. Officers may distribute non-perishable foods, provide personal hygiene kits, clothing, or other identified needs to the homeless. They may also distribute VTA bus passes to ensure our homeless have transportation to receive county services located in other parts of the county. Hotel vouchers, travel vouchers, and gas vouchers may be provided under limited circumstances and with the prior approval of the program manager. Officers will continue to follow-up with those receiving services to ensure they are engaged and also taking steps towards improvement. This phase will be on-going until funds are depleted.

Deployment Schedule

During Phase 1, Sergeant Serrano and 4 officers will deploy bi-monthly for 5 hours each deployment.

During Phase 2, deployments will be random and based on officer availability. The objective will be to deploy a minimum of twice each month for 3 hour.

Performance Measures and Program Tracking

A log (similar to the Patrol Daily Log) will be completed after each deployment. The log will memorialize the statistical data and include a synopsis of the officer's activities. This log will be printed and stored as well as be distributed to patrol supervisors and Command Staff members.

After 6 months, the program will be reevaluated. A report containing statistical data for the total number of homeless contacted, homeless helped, homeless contacted on probation/parole, transient sex offenders contacted, homeless referred to psychiatric services, homeless referred to drug treatment, citations issued, arrests, evictions, the types of services provided, and the number of individuals that continued to seek services will be completed. The information will be used to adjust the program if necessary. At the conclusion of the program, another report will be completed.

Enforcement

It is likely officers will encounter wanted persons, persons in violation of their probation or parole terms, transient sex offenders in violation of their registration requirements, and other on-view criminal violations. In these cases, officers will take the appropriate enforcement action (ie; arrest or citation). If emergency psychiatric services are needed, the individual may be placed on a 72-hour psychiatric hold or provided a courtesy transport to Valley Medical Center-Emergency Psychiatric Services.